GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:240
ANSWERED ON:19.11.2007
DELAY IN SPEED POST SERVICE
Singh Kunwar Rewati Raman

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether in the wake of schemes such as speed post delivery of letters sent by ordinary mail sent from one city to another is being considerably delayed;

(b) if so, the details thereof alongwith the time taken in the delivery of letters sent from Mumbai to Rameshwaram, Delhi to Chennai and Delhi to Trivandrum;

(c) whether earlier these letters were delivered in a day or two;

(d) if so, the reasons for decline in the efficiency of the Post Offices; and

(e) the steps taken by the Government to improve the situation?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) No, Sir. However, the incidents of occasional delay in delivery of mail could be due to cancellation/late running of trains and state transport buses carrying mails, missending of mails, incomplete and illegible address of the addressee, non-use of PIN code, non-availability of addressee, and change in the residence of the addressee without intimation to the concerned Postmaster etc.

(b) & (c) Department of Posts has fixed norms for delivery of mail across the country and has widely circulated it for information of the public. First class ordinary mail between Metro cities has norms of delivery within 48 to 72 hours after the day of posting. Mails for states other than in which they are posted have norms of delivery within 3 to 5 days depending on the distance involved and transport links.

(d) No instances of decline in the efficiency of the post offices have been noticed with respect to (b&c) above.

(e) The Department has taken various steps to improve transmission and delivery of mail from time to time. Department of Posts has recently launched an exclusive aircraft for carriage of mails, Speed Post, Parcels and Logistics consignments across North Eastern states. Some of the important measures taken are as under:

(i) Regular monitoring of mail routing and delivery by posting Test Letters and Trial Cards.

(ii) Progressive mechanization of delivery by providing mopeds to postmen for delivery work in outlying areas of big cities.

(iii) Rationalization/restructuring of delivery with a view to deploy adequate manpower in the expanding urban conglomeration.

(iv) Surprise checks on the delivery of mails by the supervisory staff and officers.

(v) Live Mail Survey at regular intervals both in rural and urban areas to identify weak links and streamline the mail transmission and delivery system.

(vi) Regular coordination meeting with Airlines, Railway and State Road Transport Authorities to sort out problems relating to transmission of mails.

(vii) Educating the customer for installation of mailbox on the ground floor of multistoried buildings.

(viii) Preparation of triplicate registered list in the destination mail office for bulk mailers to reduce the load on the delivery post office and to speed up delivery of such mail.

(ix) To cope with the seasonal mails, separate centers with adequate manpower are opened to give expeditious handling of such mail.

(x) Innovative use of Pin Codes, which have been in use in department since 1971 for facilitating sorting and delivery.

(xi) Dedicated delivery staff are engaged exclusively for Speed Post delivery.

(xii) In order to expedite the delivery of Speed Post articles, delivery staff in few cities has been provided with mopeds.

(xiii) Track and trace facility is being provided through Speednet to enable the customer to find out the status of delivery of the Speed Post articles.

(xiv) Same day delivery of Speed Post articles in all important towns.

(xv) Increase in Speed Post delivery staff wherever justified.

(xvi) Increase in nodal delivery offices wherever justified.

(xvii) Bulk delivery for corporate customers being undertaken centrally from Speed Post centers through special conveyance in metros.

(xviii) Regular and constant monitoring at different levels to ensure efficient delivery of Speed Post articles.